

State Wisconsin

DESCRIPTION OF ORGANIZATION AND FUNCTION OF THE MEDICAL ASSISTANCE UNIT
PROFESSIONAL MEDICAL AND SUPPORT STAFF

Chief Medical Officer

The Chief Medical Officer provides leadership and participation in the management decision-making process for all Medical Assistance policy matters concerning medical policy, including:

Actively participates on high-level BHCF management team;

Ensures through active participation and verbal and written products that Wisconsin Medical Assistance Program produces, policies, guidelines, handbooks, bulletins and rules that reflect the Medical Assistance standard of "medically necessary and appropriate" and cost effective;

Provides statewide and national leadership for the Wisconsin Medical Assistance Program on medical policy and cost effectiveness;

Provides medical leadership and direction in decision-making regarding Medical Assistance coverage for medical emergencies;

Participates in decision-making regarding appropriate payment rates;

Provides a professional point of contact for other state and federal agencies involved in different aspects of Medical Assistance medical policy;

Provides a professional leadership and collaboration in the area of research, publications, and grant proposals regarding improvements to the Wisconsin Medical Assistance Program; and

Provides leadership and participates in the management decision-making process for the Medical Assistance Prior Authorization Program, the Primary Provider Program, and reviewing and resolving recipient and provider appeals for Department fair hearings.

The Chief Medical Officer serves as source of medical and scientific information in the decision process regarding Medical Assistance policies, including:

Provides the expert medical knowledge for the utilization review component of the Medical Assistance Program;

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Analyzes statistical reports to determine appropriate utilization patterns among recipients and provision of services by providers and analyzes case profiles of providers that appear to deviate from normal or acceptable practices and recommends appropriate remedial or recorrective action;

Participates as a member of and critic of PRO, analyzing the latter's attainment of contractual goals and effectiveness; and

Directs the administration of professional services, (i.e., the State Medical Society) contracts.

This position provides professional liaison with the medical profession and other provider organizations and works with individual practitioners or organizations in improving professional practices when indicated. The Chief Medical Officer also provides leadership and direction in all quality assurance activities for the Wisconsin Medical Assistance Program and provides technical evaluations of the clinical abilities, judgement and overall performance of all BHCf and fiscal agent medical consultants for ongoing performance evaluations, and as needed.

Occupational Therapy Consultant

The occupational therapy consultant serves as a professional consultant to the audit staff and does utilization review and auditing of occupational therapy providers where professional judgment is required for interpretation of the audit data. The consultant reviews and approves, denies, or modifies prior authorization requests for services including the written responses to appeals and verbal presentations of the Bureau of Health Care Financing's position in administrative hearings. The consultant participates in the development of occupational therapy and durable medical equipment policy related to the Medical Assistance (MA) program. The consultant identifies criteria and standards and makes major decisions pertaining to duration, frequency of therapy, and quality of the therapy and appropriate DME utilization consistent with the policy. The consultant identifies policy initiatives, administrative rules, and other program amendments to enhance the efficiency, effectiveness, and economy of the MA program. The consultant maintains liaison with other appropriate Bureau of Health Care Financing Units, other health care related agencies and organizations. The consultant develops and provides training to Bureau of Health Care Financing staff, providers and other agencies regarding policy and procedures for occupational therapy services and durable medical equipment.

Physical Therapy Consultant

The physical therapy consultant serves as a professional consultant to the audit staff and does utilization review and auditing of physical therapy providers where professional judgment is required for interpretation of the audit data. The consultant reviews and approves, denies, or modifies prior authorization requests for services including the written responses to appeals and verbal presentations of the Bureau of Health Care Financing's position in

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administrative hearings. The consultant participates in the development of physical therapy and durable medical equipment policy related to the Medical Assistance (MA) program. The consultant identifies criteria and standards and makes major decisions pertaining to duration, frequency of therapy, and quality of the physical therapy and the appropriate DME utilization consistent with the policy. The consultant identifies policy initiatives, administrative rules, and other program amendments to enhance the efficiency, effectiveness, and economy of the MA program. The consultant maintains liaison with other appropriate Bureau of Health Care Financing Units, other health care related agencies and organizations. The consultant develops and provides training to Bureau of Health Care Financing staff, providers and other agencies regarding policy and procedures for physical therapy and durable medical equipment.

Nurse Consultant

The nurse consultant serves as a professional consultant to the audit staff and does utilization review and auditing of medical services where professional judgement is required for interpretation of the audit data. The consultant reviews and approves, denies, or modifies prior authorization requests for services including the written responses to appeals and verbal presentations of the Bureau of Health Care Financing's position in administrative hearings. The consultant participates in the development of Medical Assistance (MA) program policy in service areas such as home health care and personal care. The consultant also participates in the development of program policy for special needs recipient populations such as traumatic brain injury with neurobehavioral aberrations and those persons who are ventilator dependent. The consultant identifies criteria and standards and makes major decisions pertaining to the duration, frequency, and quality of nursing care services consistent with the policy. The consultant identifies policy initiatives, administrative rules, and other program amendments to enhance the efficiency, effectiveness, and economy of the MA program. The consultant maintains liaison with other appropriate Bureau of Health Care Financing Units, other health care related agencies and organizations. The consultant develops and provides training to Bureau of Health Care Financing staff, providers and other agencies regarding policy and procedures for nursing care services.

Pharmacist Consultant

The pharmacist consultant serves as a professional consultant to the audit staff and does utilization review and auditing of pharmacy providers where professional judgment is required for interpretation of the audit data. The consultant reviews and approves, denies, or modifies prior authorization requests for services including the written responses to appeals and verbal presentations of the Bureau of Health Care Financing's position in administrative hearings. The consultant participates in the development of drug utilization policy related to the Medical Assistance (MA) program. The consultant identifies criteria and standards and makes major decisions pertaining to duration, frequency, and appropriateness of drug utilization consistent with the policy. The consultant monitors the drug utilization review program and makes recommendations for program evaluation targets,

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revision in methods, analysis of program findings. The consultant identifies policy initiative, administrative rules, and other program amendments to enhance the efficiency, effectiveness, and economy of the MA program. The consultant maintains liaison with other appropriate Bureau of Health Care Financing Units, other health care related agencies and organizations. The consultant develops and provides training to Bureau of Health Care Financing staff, providers and other agencies regarding policy and procedures for drug use.

Dentist Consultant

The dentist consultant serves as a professional consultant to the audit staff and does utilization review and auditing of dental providers where professional judgment is required for interpretation of the audit data. The consultant reviews and approves, denies, or modifies prior authorization requests for services including the written responses to appeals and verbal presentations of the Bureau of Health Care Financing's position in administrative hearings. The consultant participates in the development of dental policy related to the Medical Assistance (MA) program. The consultant identifies criteria and standards and makes major decisions pertaining to the use and quality of dental services consistent with the policy. The consultant identifies policy initiatives, administrative rules, and other program amendments to enhance the efficiency, effectiveness, and economy of the MA program. The consultant maintains liaison with other appropriate Bureau of Health Care Financing Units, other health care related agencies and organizations. The consultant develops and provides training to Bureau of Health Care Financing staff, providers and other agencies regarding policy and procedures for dental services.

Administrative Support

Under the direction of the medical professionals, administrative staff provide support to the medical professional staff. Their duties include computerized tracking of the case management system, creating printouts, charts and graphs that summarize utilization review and other activities, and preparing information requests in response to requests from other agencies for claims information, computer analysis of claims data, etc. Other functions include administration of the Primary Provider Program, WIPRO recoupments, and other administrative functions.

Fiscal Agent Professional Medical Staff

The fiscal agent retains certified clinicians and professionals to review requests for services requiring prior authorization and assist the Bureau of Health Care Financing in medical aspects of ongoing program operations.

Additional Information

The Bureau of Health Care Financing organizational chart in Attachment 1-2B contains further information about medical consultant professional and administrative support staff.

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Health Care Financing staff, providers and other agencies regarding policy and procedures for dental services.

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Additional Information

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DEPARTMENT OF HEALTH AND SOCIAL SERVICES

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OFFICE OF THE SECRETARY
1 WEST WILSON STREET
MADISON, WISCONSIN 53702

MISSION

ORG. 6

DIVISION OF COMMUNITY SERVICES

In furtherance of the Department's mission, the Division of Community Services, in association with the local government and agencies, is to promote and support a system of services and income support programs designed to help people whose lives are, or may be, adversely affected by age, family, living situation, mental or physical condition, social condition, economic disadvantage or inappropriate dependency; to work with human services agencies--state, local, public, and private organizations--to try to ensure that services of adequate quality are integrated, available, accessible, and efficiently delivered in a safe and humane environment to people wherever they live in the state; and to assure that services and assistance are administered and delivered in a fashion which respects the dignity and rights of all applicants and recipients.

In support of this mission, the Division of Community Services has the following broad responsibilities:

- * To help individuals and families remain or become more self-sufficient by making the most of their capabilities through programs that provide emotional and physical support protection, or treatment; that develop personal care and work skills; that promote social involvement and acceptance; and that provide economic assistance.
- * To promote and help support behaviors of children and adults, conditions in communities and other activities that maintain and improve individual independence and health, safety and family unity.
- * To enable children and adults to choose, from a range of alternatives, the services that will fill their needs with least disruption in their normal daily routines and preferred living arrangements.
- * To expedite the return of children and adults to their communities and families following any absence necessary to obtain appropriate services.
- * To enable children and adults to receive services in care or treatment settings that are most conducive to their individual growth and development or to their recovery or rehabilitation.
- * To see that human services and economic assistance are provided to individuals and families in an effective, efficient, safe and humane manner that acknowledges and enables their self-respect.
- * To seek the assistance and participation of client's recipients and concerned citizens in identifying and planning for needed services.

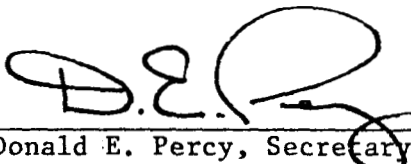
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- * To obtain and distribute resources to local agencies to fund human services; to monitor the use of those resources to ensure that federal and state program requirements and funding conditions are met; and to establish information systems capable of supporting an adequate monitoring plan.
- * To provide necessary policy and procedural guidance, technical assistance, training and oversight to those local agencies involved in the administration and delivery of programs and services.
- * To manage and continuously refine administrative, reporting, and planning procedures in order to enable the most effective and efficient local management and delivery of programs and services.
- * To assure coordination and compatibility in the policies, procedures and objectives governing the whole range of human services and income maintenance programs in order that such services and programs may contribute to the maximum extent possible to the independence, dignity and community participation of persons served.

APPROVED:


Gerald A. Berge, Administrator


Donald E. Percy, Secretary

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